

REMARKS

By this amendment, claims 1-15, 17, 21-23, 27-30 and 32-41 are pending, in which claims 12, 36 and 40 are currently amended. Claims 16, 18-20, 24-26 and 31 were previously canceled without prejudice or disclaimer, and claims 37-39 were previously withdrawn from consideration. The claim amendment reduces issues for appeal, and thus, should be entered under 37 C.F.R. §1.116. No new matter is introduced.

The final Office Action mailed December 29, 2005 rejected claims 1-4, 7-26 and 35-36 as obvious under 35 U.S.C. § 103 based on *Liljestrand et al.* (US 6,853,714) in view of *Bednarck et al.* (US 6,965,868), claims 5 and 6 as obvious under 35 U.S.C. § 103 based on *Liljestrand et al.* in view of *Bednarck et al.* and in further view of *Guidice et al.* (US 6,463,420), claims 27-30 and 32-34 as obvious under 35 U.S.C. § 103 based on *Liljestrand et al.* in view of *Bednarck et al.* and in further view of *Sridhar et al.* (US 6,098,108), and claims 40 and 41 as obvious under 35 U.S.C. § 103 based on *Liljestrand et al.* in view of *Bansal* (US 6,788,949). Also, claim 40 was rejected under 35 U.S.C. § 112, second paragraph as being indefinite.

In response to the § 112 rejection, claim 40 has been amended to remove the conditional language per the Examiner's suggestion.

Independent claim 1 recites "receiving a procurement inquiry from a customer application, the procurement inquiry specifying a selected telecommunications offering from a plurality of offerings including voice service, data access service and mobile telecommunications service." Claim 12, as amended, recites "telecommunications offerings including voice service, data access service and mobile telecommunications service." Independent claim 27 recites "a customer browser loaded on a customer client computer, the customer browser being configured to submit a procurement inquiry specifying a selected telecommunications offering from among a voice service offering, a data access service

offering and a mobile telecommunications offering.” Claim 35 recites “means for receiving a procurement inquiry from a customer application, the procurement inquiry specifying a selected telecommunications **offering including voice service, data access service and mobile telecommunications service.**” Claim 36, as amended, recites “means for receiving an inquiry from a customer application, the inquiry specifying a search criteria with respect to an order for one of a plurality of telecommunications **offerings including voice service, data access service and mobile telecommunications service.”**

However, *Liljestrand et al.* describes enhanced telecommunications services relating only to calling services for a public telephone network. The Office Action refers to the following passages for a supposed teaching of the claimed features (*Emphasis Added*):

More specifically, the apparatus and method of the present invention is capable of providing a plurality of **enhanced telecommunications services** to a subscriber by using a voice-activated interface to enable the subscriber to access at least one of the plurality of enhanced telecommunications services. (col. 2: 44-48)

The enhanced local exchange (ELE) 130 is a highly reliable switch that integrates a variety of revenue-generating **enhanced services, such as pre-and post-paid calling services, voice-activated subscriber services**, and various forms of messaging via the enhanced services platform 100. (col. 3: 54-59)

The **platform 100 offers three types of service: (1) basic local service; (2) virtual office phone (basic); and (3) virtual office services (advanced).** The basic local service corresponds to today's traditional local exchange offering of basic dial tone, access to long distance, and possibly a few basic Class 5 features. The virtual office phone (basic) service includes the voice-activated and web-activated interfaces, and the following features: (1) Call Waiting; (2) Call Transfer; (3) Call Forwarding; (4) Call Swapping; (5) Call Disconnect; (6) Sequential Calling; (7) Voice Dialing By Number; and (8) Redial. The virtual office service (advanced) builds on the basic local service and virtual office phone (basic) with the following advanced service features: (1) Caller I.D.; (2) Caller I.D. History; (3) Conferencing Features (On Demand, Meet Me); and (4) Contact List/Dialing by Name. (col. 4: 46-61)

For example, the subscriber is able to speak the telephone number that he/she wishes to call, speak pre-programmed speed dial numbers accessible via voice commands by name and location (e.g. call Bob at home) and request directory numbers for specific areas (e.g. call information in Seattle). In addition, the

subscriber is able to place multiple calls without hanging up. For example, after the subscriber has finished with one call, the subscriber can say, "Now call Sue." Furthermore, the subscriber has the ability to request the platform to keep trying a busy telephone number without subscriber supervision (a feature termed automatic unsupervised redial). Once the number is no longer busy, the platform finds the subscriber and completes the call. Likewise, the subscriber has the ability to request the platform to connect him/her to the previous caller, or to a caller who left the subscriber a voice mail.

Other call functions that can be performed during a call with speech are call waiting (e.g. instead of a beep, the "virtual administrator" can say: "Incoming call from Mary. Do you wish to answer?"), call transfer (e.g. instead of dialing the transfer-to number, the subscriber can say: "Transfer to Frank" or "Transfer to voice mail"), call swapping (e.g. switch between a caller on hold and the current caller), call disconnect (e.g. instead of hanging up, the subscriber can say, "Hang-up"), call forwarding (e.g. the subscriber can request that an incoming call that the subscriber does not wish to answer during a current call be forwarded to a different number or voice mail) and conference calling on demand (e.g. the subscriber can say, "Conference in Joe and Bill with this call").

For call transfer, the subscriber preferably is able to listen to the call progress and talk to whomever answers the call before completing the transfer. If the number is not answered or is busy, then the subscriber can request another transfer or perform any of the other options available. Likewise, for call forwarding, prior to forwarding, a subscriber can record a short informational message to be played to the caller. Additionally, if the subscriber forwards the call to another number, a canned message can be played to the recipient of the call specifying the subscriber's name and the caller's name, if known. (col. 15: 7-45)

Careful examination of the above passages reveals that there is no capability for the *Liljestrand et al.* system to provide "**data access service and mobile telecommunications service.**" The services described within the cited passages (in fact within the four corners of *Liljestrand et al.*) merely relate to calling services.

Furthermore, the secondary references of *Bednarck et al.*, *Guidice et al.*, *Sridhar et al.*, and *Bansal* do not fill in the gaps of *Liljestrand et al.* *Bednarck et al.* is relied upon for accessing a network consultant via instant messaging (Office Action, page 4). *Guidice et al.* is applied for a supposed teaching of shopping cart data (Office Action, page 7), while *Sridhar et al.* is applied for a customer browser and a back office browser (Office Action, page 9). *Bansal* is relied upon

for a supposed disclosure of instant messaging and on-line shared white-boarding (Office Action, page 10).

Even assuming the references were properly combined based on some teaching or suggestion in the references, and assuming the modifications proposed in the Office Action were justified by additional teachings or suggestions found in the references, even the combination does not render the claimed invention obvious. Specifically, none the references taken alone, or in combination, teaches or suggests "**offerings including voice service, data access service and mobile telecommunications service.**" Accordingly, the obviousness rejections of the pending claims should be withdrawn.

Therefore, the present application, as amended, overcomes the rejections of record and is in condition for allowance. Favorable consideration is respectfully requested. If any unresolved issues remain, it is respectfully requested that the Examiner telephone the undersigned attorney at (703) 425-8508 so that such issues may be resolved as expeditiously as possible.

Respectfully Submitted,

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